



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

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JERRY E. POWERS
Chief Probation Officer

April 28, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J. P. GP*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the current 30-day review. The current status of the program is summarized below.

ACTIVE CASE FILES

During the week of April 7, 2014, Pretrial Services Division (PTS) conducted a review of 39 (35%) of the 111 active cases at Sentinel's Branch Offices. Based on our review, 12 (31%) are being charged at a higher rate and 26 (67%) are paying at a lower rate. Of the 39, 10 (26%) also did not have income verification. We are having ongoing meetings with Sentinel to resolve overcharges. Sentinel has agreed to reimburse participants who were charged over scale.

EQUIPMENT FUNCTIONALITY

We also conducted a review of participants' equipment functionality. Out of the 39 cases, we have identified 8 (21%) with concerns regarding equipment functionality, tamper alert notification and lack of documentation. This is being discussed with

Sentinel currently as part of the corrective action process that began with the formal Contract Discrepancy Report.

PARTICIPANT COMPLAINTS

During this week, we also completed a random compliance check of 45 (41%) active participants. Of these, 31 (69%) were successfully contacted. Of those contacted, 29 (94%) did not report any complaints and 2 (6%) raised relatively minor concerns (i.e., static on the phone, inability to pay). Sentinel addressed and resolved these two concerns promptly.

TELEPHONE CONTACT

From the group of 45 active participants, we also determined that 31 (69%) participants were in compliance with their schedule, 12 (27%) were not in compliance (unable to reach at home). Of the non-compliant, 7 (16%) were at home based on their activity reports but did not answer their phones. In addition, 2 (4%) were also contacted at home later (after cross-referencing their activity reports, they were at work with approval from Sentinel).

ABSCOND REPORT

On April 14, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for February 1, 2014 to April 9, 2014. The report contained 6 names. Of these, 5 (83%) were appropriately reported by Sentinel and 1 (17%) was identified as not meeting the abscond reporting protocol. According to the Contract, Probation must be telephonically notified by 9:00 a.m., the next business day. In this instance, the notes entered by the case manager indicated that Probation was notified at 9:53 a.m., the next business day, 53 minutes past the deadline.

NON-COMPLIANCE REPORT

On April 14, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for February 1, 2014 to April 9, 2014. The report contained 32 names. Of these, 30 (94%) were in compliance and 2 (6%) did not conform to the reporting requirements. The 2 identified as non-compliant were entered in the Sentinel database three days to one week later, which did not conform to the Contract's reporting requirement of entering non-compliance reports by next business day of occurrence. This has been addressed with Sentinel and will be reviewed again during the next review.

MEETING WITH SENTINEL

On April 18, 2014, we met with Sentinel to discuss our completed Part III portion of Contract Discrepancy Report, dated April 7, 2014. During our meeting, Sentinel acknowledged discrepancies outlined in this report and accepted full responsibility. Sentinel also confirmed that corrective actions have been taken to resolve issues regarding equipment and monitoring, case management, participant fee and count discrepancies. We also discussed that since March 21, 2014, the Participant Daily Count has been consistently error free. In addition, we provided Sentinel with proposed changes to their existing Financial Worksheet to ensure this sheet captures appropriate documentation.

We further discussed Sentinel's corrective actions regarding those individuals identified in January 2014 as being charged at a higher rate compared to the contract's sliding scale. On April 23, 2014, we received Sentinel's explanation for those identified with higher fees. However, this document only explained why fees were set at a higher rate. It did not support Sentinel's claim on April 18, 2014 that reimbursement was being made in February 2014 onward. We will be discussing this with Sentinel next week.

SUMMARY

Based on our review, Sentinel has improved in their responsiveness in correcting discrepancies brought to their attention. Participants' compliance with their schedule is up from 14% (January 2014) to 69% (April 2014) and the Daily Participant Count has been accurate since March 21, 2014. In addition, we are currently working with Sentinel to immediately resolve the participant fee issues. There continues to be significant room for improvement overall in compliance with contract terms. We are continuing to work with Sentinel as required in the contract discrepancy process.

Please contact me if you have any questions or need additional information, or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: William T Fujioka, Chief Executive Officer
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